

SBA

SOP 00 09 2

Warehouse Management

Office of Administrative Services
Office of Administration

U.S. Small Business Administration



**SMALL BUSINESS ADMINISTRATION
STANDARD OPERATING PROCEDURE**
National

SUBJECT: Warehouse Management	S.O.P.		F
	SECTION 00	NO. 09	2

INTRODUCTION

1. Purpose. To establish policy for the Warehouse Management Program. To create guidelines and procedures for warehousing and ordering forms, publications, and SOPs.
2. Personnel Concerned. All Headquarters and field personnel involved in the management, ordering, or storage of materials in the CFPDC warehouse.
3. SOP Canceled. SOP 00 09 1, dated 9/30/93.
4. Originator. Office of Administrative Services, Office of Administration.

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SBA Form 989 (5-90) Ref: SOP 00 23

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Chapter 1

General Information About the Warehouse Program

1. What is the Purpose of this SOP?

The purpose of this SOP is to provide the guidelines and procedures for the Agency's warehouse management program. This SOP covers:

- a. Guidelines for managing the warehouse program; and
- b. How to order forms, publications, and SOPs.

2. What Legal Boundaries Must the Warehouse Management Program Operate Under?

The Federal Property Management Regulations, 41 CFR, Part 101-28.

3. Who is Responsible for Managing the Warehouse Management Program?

The Inventory Manager in the Office of Administrative Services (OAS).

4. What is the Function of the Inventory Manager?

The Inventory Manager in OAS:

- a. Serves as the liaison between Consolidated Forms and Publications Distribution Center (CFPDC) and SBA to resolve any problems or clarify issues;
- b. Monitors the stock levels at the CFPDC and keeps all warehoused materials fully stocked; and
- c. Maintains the list of all SBA warehouse contact people and their customer identification numbers.

5.

CFPDC stands for the Consolidated Forms and Publications Distribution Center. CFPDC is a warehousing facility run by the Department of Agriculture. It services more than 30

SBA contracts with the Department of Agriculture to house all of our warehoused materials at CFPDC. Orders are placed directly to CFPDC.

Who is Authorized to Order Materials from the CFPDC?

Each office head must designate one person and a backup to:

Place requests to the CFPDC;

b.

Manager in OAS.

Chapter 2

How to Place an Order Electronically at the CFPDC

1. What Do I Need to Place an Order Electronically at the CFPDC?

- a. Customer identification number.
- b. The warehouse ordering system modem telephone number used for dialing into the CFPDC: 301-436-3730.
- c. An IBM compatible PC with a modem or modem capability in your office.
- d. If you are using XTALK, SMARTCOM, PROCOMM or any other modem pool, the configurations you will need are:

8 DATA BITS, PARITY NONE, 1 STOP BITS

- e. If you are using reflections 3+/7, the configurations you will need are:

7 DATA BITS, PARITY NONE, 1 STOP BITS

- f. If you have questions about using a modem or a modem pool, contact your IRM Specialist or the Action Desk in Headquarters OIRM.
- g. The CFPDC Warehouse Inventory Catalog (PUB-2037).

2. What is a Customer Identification Number and How Do I Get One?

To order materials from the CFPDC you must have a customer identification number, which enables CFPDC and the Inventory Manager to keep track of usage of materials. The Inventory Manager in OAS assigns a customer identification number to each office. This number is for use by the contact person and his or her backup only.

3. How Do I Place an Order Electronically?

- a. Dial into the CFPDC warehouse. Using your dial-in capability (i.e., modem or

MPE XL: prompt.

With you "Caps Lock" key engaged, type: **HELLO (XXXXX)**,

Replace the "XXXXX" with "SBA(and your state abbreviation)". For example, Headquarters would use:

- c. You will be prompted to type in your account password an account password for all SBA offices is: **SNOWBALL.**

You will be prompted to type in your user account password and press enter. The user account password for all SBA offices is: .

- e. the "**MENU ACTIONS**

- f. Choose your action: 1,2,3,4 or 9.

You will now be prompted to enter your **CUSTOMER IDENTIFICATION** .

- h.

- i. Yo **AGENCY CODE** which can be up to 6 characters.
SBA.

Now fill in all of the information on where the materials should be sent.

- k. **THERE IS NO APPROPRIATION CODE**

- l. The system will now give you your "K NUMBER." Write this down. You will

- m. You may now place your order. To do so, you must enter the correct form and (PUB-2037).

- n. When you have finished entering items, type **EXIT** to get back to the menu. You may either choose another option or exit from the system.

4. **What is a "K Number"?**

The "K Number" is the reference number that you must have to check your orders. The CFPDC system generates this number for you, as stated above in paragraph 2-3(l).

5. **What Do I Do if the Material Isn't in Stock?**

If the materials you order aren't in stock, you can select to put them on back order. If you do so, CFPDC will ship the materials to you as soon as they become available.

Contact the Inventory Manager when you find an item is out of stock. He or she will tell you why the materials aren't available, and when and if you can expect to receive them.

6. **What if I Need to Check the Status of My Order or Make a Change Electronically?**

As long as you have your "K Number" you can check the status of your order by following the steps in paragraph 2-3 and choosing the appropriate menu action. To change your order once you have placed it electronically, you must contact CFPDC directly at (301) 436-8450. Be sure to have your "K Number" so that CFPDC can reference your order.

7. **How Long Does it Take to Receive an Electronic Order?**

You can expect to receive your electronic order in 3-5 work days.

Chapter 3

Ordering Materials from CFPDC by Mail

1. What Do I Need to Place an Order by Mail?

You need a form CFPDC-1, "Request for Forms and Publications," and a CFPDC-1A, "Continuation Sheet," if the order is more than 15 items. (See appendices 2 and 3 for sample forms.)

2. How Do I Place an Order by Mail?

Complete the CFPDC-1 and CFPDC-1A (if necessary), and mail them directly to the CFPDC at:

Consolidated Forms and Publications Distribution Center
Washington Commerce Center
3222 Hubbard Road
Landover, MD 20785

3. What is an "S Number"?

The "S Number" is the reference number that you must keep for each order placed. You will find the "S Number" pre-printed on each CFPDC-1.

4. How Do I Complete a CFPDC-1 and CFPDC-1A?

- a. Always type the information on your CFPDC forms to ensure legibility.
- b. On each request:
 - (1) Fill in the address where you wish to have the materials sent. You must include a contact person in your address.
 - (2) Be sure the appropriate official has signed the form.

- (3) Fill in the date of the order.
 - (4) Fill in the Agency Code which is SBA.
 - (5) Fill in the appropriation code which is your office's mail code.
 - (6) Fill in the telephone number to be called if CFPDC has any questions.
 - (7) Fill in the Item No., Description, and Number of Units, and Unit of Issue for each item being ordered. Be sure your Item No. is exactly the same as is listed in the CFPDC Warehouse Inventory Catalogue (PUB-2037).
- c. If you are ordering more than 15 items you will need to complete a CFPDC-1A with your CFPDC-1. Be sure to put the "S Number" on your CFPDC-1A to ensure the orders stay together.
 - d. Order items by "unit issue" (i.e., pads, packages, each) as shown in the CFPDC Warehouse Inventory Catalogue (PUB-2037).
 - e. List no more than one item on each line of the form.
 - f. If you need your shipment by other than the cheapest mode of transportation, check the appropriate box in the "Special Handling" section. If you select Federal Express, please include your Federal Express account number.

5. How Do I Check or Make a Change to an Order I Made by Mail?

You must call the CFPDC directly to change or check on an order made by mail. The telephone number is 301-436-8450. You must have your "S Number" in order for CFPDC to reference your order.

6. How Long Does it Take to Receive and Order I Made by Mail?

Mail orders take up to 2 weeks.

Chapter 4

1. **How Large a Supply Should I Keep on Hand?**
2. **What if I Have an Emergency Order or the Supplies are Needed for a Disaster?**

emergency order.

- a.
- b. The Center has people on call 24 hours a day to fill disaster requests.

Who Receives the Order?

- a.
system it prompts you to enter in a name, address, and telephone number. CFPDC sends all orders to whoever you enter.
- b. If you are the receiving employee, check arriving shipments for shortages or order. If you find any discrepancies, report it immediately to the Inventory Manager in OAS.

How Can I Make Suggestions or Complaints?

- a. Contact the Inventory Manager in OAS;
Contact the CFPDC at 301-436-8450; and/or
- c.

5. **What are the Advantages of Orders Electronically?**

- a. You will receive your order within 3-5 workdays rather than 2-3 weeks using the mail in method.
- b. It is more efficient and cost effective.

6. **How can Financial Institutions Order Materials Directly from the CFPDC?**

Some SBA approved lenders may wish to order materials from the CFPDC directly. If so, the district office should mail the lender a list of the exact inventory numbers of the forms, etc., that can be ordered by financial institutions, and blank CFPDC-1 forms. The financial institution must complete the form and mail it directly to the CFPDC (see paragraph 3-2 for address). CFPDC will only accept original CFPDC-1 forms. Do not submit copies. The financial institution does need a customer ID number.

Appendix 1

Form

Paragraph

2,

3-1, 3-

4

CFPDC-1A, "Continuation Sheet"

2,

3-3, 3-

Report

Paragraph

Appendix 2
(paragraphs 3-1, 3-2, 3-3, and 3-4)
CFPDC-1

Appendix 3
(paragraphs 3-1, 3-2, 3-3, and 3-4)
CFPDC-1A

REQUEST FOR FORMS AND PUBLICATIONS

**Consolidated
Forms &
Publications
Distribution
Center**

SHIP TO: Customer ID# or Address

Signature

Authorizing Official

Shipment Priority (check one).

☐ Routine ☐ Rush

ORDER NUMBER S -

Date

Special Handling Method (if any).

Agency & Code

☐ UPS ☐ USPS

Appropriation Symbol

☐ RSP ☐ Motor Freight

Telephone

FTS

☐ Other Specify

Number

Com'l-

Line No.	Item No.	Item Description	Number of Units	Unit of Issue
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

(For CFPDC USE ONLY)

Date Received _____ Data
Entry Operator Code _____

REQUEST FOR FORMS AND PUBLICATIONS

ORDER NUMBER

SHIP TO: GIVE YOUR ZIP CODE NUMBER			Date	
			Agency & Code	
Line No.	Item No.	Item Description	Number of Units	Unit of Issue
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				
28				
29				
30				
31				
32				
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37				
38				
39				

INSTRUCTIONS

When ordering materials or services direct from CFPDC:

1. Submit one copy of CFPDC-1.
2. Submit CFPDC-1A in addition to CFPDC-1 when ordering more than twelve items, and transfer the ORDER NUMBER.
3. Each **ORDER** should bear the signature of an authorized official and should indicate in the space provided therefore the agency name (acronym) and appropriation symbol(s) for transportation charges.
4. Use the stock number and a brief description of the item.
5. List all items in stock number sequence and all forms in numerical sequence under Standard, Department, Agency, or other type forms.
6. Do not list more than one item on each line of the ORDER.
7. If shipment by other than the cheapest mode of transportation is a requirement, clearly indicate by checking the appropriate box in the "SPECIAL HANDLING" section.
8. Check material promptly upon delivery for shortages or damages and annotate any discrepancy on delivery receipt. In correspondence or telephone inquiry refer to the preprinted ORDER NUMBER.
9. Mail all Correspondences to:
Consolidated Forms and Publications Distribution Center
Washington Commerce Center
3222 Hubbard Road
Landover, Maryland 20785